Part Two: W-2 and Related Programs Plan

Section One: Capacity Plan

1. CAPACITY RESPONSE ITEMS

This Section of the W-2 and Related Programs Plan addresses the agency's Capacity Plan for W-2 and Related Programs. The instructions are structured as follows. Where applicable, each main point will be comprised of the following components:

Summary:

This is a general description of the requirements. Program policies provide more detailed information about requirements. A listing of the Department's Policies and Procedures is found at the following web address: http://www.dwd.state.wi.us/dws/pdf/dwsppcg.pdf These summary items and program policies are also contract terms and conditions.

Response Items:

This lists information to which the proposer agency and Right of First Selection (RFS) agency must respond. The information is required to assess the quality of the agency's capacity to provide services.

The following are the items for response in the Capacity Plan:

1.1 Program Identification/Organization

Summary:

The Department is seeking agencies with quality management and leadership and sufficient professional and technical experience and resources to successfully administer W-2 and Related Programs.

Response Item:

Complete the Agency Identification Form (Form 1) of this RFP. If this is a consortium proposal, provide a Cover Page Attachment that responds to the following:

Describe the rationale for the area proposed as a consortium; the reasoning for why it will be effective; input received from the affected areas, if any; and why your agency will be successful as the lead agency of this consortium.

1.2 Executive Summary

Summary:

The W-2 agency must provide an executive summary of their plan that can be used to inform staff and interested parties.

Response Items:

Provide an executive summary. The executive summary must be written in a concise and crisp manner and must be no more than five (5) single-spaced pages. The executive summary is not rated. If the contract is awarded, the executive summary may be used to inform staff, media, legislators and other interested parties. The executive summary should capture the following key elements of the agency's W-2 Plan, including the Capacity and Program Sections:

a) The agency's experience in administering programs such as W-2 and Related Programs;

b) The agency's capacity to administer W-2 and Related Programs; and

c) The agency's program service plan for W-2 and Related Programs.

Key points to include: scope of program; service area; budget; outcomes.

1.3 Organizational Description and Structure

Summary:

The W-2 agency must have an organizational purpose, structure and philosophical approach conducive to administering W-2 and Related Programs.

Response Items:

a) Provide a description of your organization, including mission, goals and history related to making it especially suited to administering W-2 and Related Programs.

b) Provide a description of your agency's philosophy in implementing W-2 and Related Programs.

c) Provide an organizational chart showing the location for administering W-2 and Related Programs within your agency.

1.4 Agency Experience in Managing Programs/Providing Services

Summary:

The W-2 agency must have experience in the administration of programs similar in nature to W-2 and Related Programs.

Response Items:

a) Describe your agency's past experience in administering W-2 and Related Programs or other employment and training programs, State or Federal government funded programs, or economic support programs. Include in your response a list of the following information for each program as it relates to your experience:

- Name, location, type and scope of the programs or services;
- Your agency's role in the program, including administration, planning, monitoring and evaluation;
- Amount of funding;
- Population served, including low-income individuals and participants in the W-2 and Food Stamp Employment and Training program (FSET) target populations; individuals of diverse cultures, ethnic/racial minority programs; individuals for whom English is not the primary language; and individuals with physical, sensory or mental health disabilities;
- Number of participants/customers served;
- Length of time your agency has been involved in the programs or services;

- Services provided, including conducting comprehensive screening and assessments; providing case management, including developing and monitoring employability plans; identifying participant needs; locating resources and working with other community resources; and preventing/correcting erroneous or fraudulent requests for services;
- Performance results of programs or services provided, particularly in terms of participant self-sufficiency, placement rates, average wages, and job retention; and
- Services that your agency contracted out to other providers.

b). Describe your experience in collaboration and coordination with other entities while providing services, including:

- Delivering services through a Job Center;
- Experience with educational resources, employment and training providers, and appropriate human/social service agencies;
- Developing and maintaining jobs with public and private employers and providing related services, and
- Where coordination was difficult and what steps you took to overcome these situations.

c) Describe other experience or capabilities of your agency that make it especially suited to administering W-2 and Related Programs.

1.5 Planning

Summary:

The W-2 Agency must be able to implement and maintain planning processes for W-2 and Related Programs.

Response Items:

a) Describe your agency's proposed process for planning W-2 and Related Programs, how staff are included, their roles and expectations.

b) Describe your agency's proposed process for planning W-2 and Related Programs with the following agencies, including how staff are involved, their roles and expectations:

- Workforce Development Boards
- County Social/Human Services
- Technical Colleges
- The Department's Division of Vocational Rehabilitation
- The Job Center Management Structure and agencies in the Job Center(s).

c) Describe your agency's plan for assuring that contract requirements, performance standards and related goals of W-2 and Related Programs are communicated to all levels of the organization as well as performance accomplishments and needed improvements.

1.6 Staffing Structure

Summary:

The W-2 agency must provide staff and supervision to implement and manage the W-2 and Related Programs and provide direct services to participants.

Response Items:

a) Provide an organization chart depicting your agency's staffing plan for the W-2 and Related Programs, including the organizational units and the supervision, position titles, Full-Time Equivalents (FTEs), programs/services attributed to the contract for each organizational unit.

b) What is the total staff FTEs that your agency plans to perform the contract requirements, including any person who will perform any type of service, such as receptionist, screener, counselors, advisor, information technology staff and any other staff. The FTEs should total the amount on the organization chart.

c) Your agency's plan to maintain sufficient staff to address caseloads and other program requirements.

1.7 Geographic Locations/Sites of Services

Summary:

Wisconsin's Job Center system is the primary vehicle for delivery of employment and training programs, including W-2 and Related Programs. W-2 and Related Programs must be fully integrated into a Job Center system and include complete co-location where a Job Center exists in the W-2 geographic area. In addition, the W-2 Agency has the option of also maintaining a network of affiliated sites for better geographic coverage. (Job Center directory: www. dwd.state.wi.us/dws/directory)

Response Items:

a) Provide an organization chart depicting your agency's planned city(s) and physical sites for delivery of W-2 and Related Programs and the services to be provided at each, including the proposed city(s) and physical sites where supervision and administrative staff and related services are located.

b) Describe your agency's plan to co-locate staff for and services to W-2 and Related Programs participants in the Job Center(s) of the W-2 geographic area where one exists. Include staff co-located in the Job Center(s) on a permanent or itinerant basis.

c) Describe your agency's plan for integrating W-2 and Related Programs in the Job Center with the following:

- Programs administered by County Social/Human Services, including Food Stamps and Medicaid and Child Care administration; and
- The Workforce Investment Act program, including youth, adult and dislocated worker programs administered by providers under the Workforce Development Boards; adult basic education administered by the Technical Colleges and vocational rehabilitation administered by the Department's Division of Vocational Rehabilitation.

1.8 Purchase of Service and/or Subcontracts

Summary:

The W-2 agency may purchase services and/or subcontract for some or all of the services covered under W-2 and Related Programs. (See Division of Workforce Solutions Administrator's Memo 03-04 for W-2 purchase of service and subcontracting policies.)

Response Items:

Describe your agency's plan for purchasing services and subcontracting in accordance with the Department's Policies and Procedures. Include the following in your response:

a) A list of the following information for each proposed provider (if applicable):

- Provider name and address;
- Contact person and phone number;
- Service(s) to be purchased and the cost of the service (if known);
- Indicate if the provider is a faith-based organization and/or a Minority Business Enterprise; and
- Describe the Provider's experience.

b) If some or all of the functions are subcontracted, the process your agency will use to select providers, including a description of the bid process proposal, and price consideration.

1.9 Quality Assurance/Improvement Monitoring

Summary:

The W-2 agency must implement an internal management system to assure oversight of the agency's performance of W-2 and Related Programs, including systematic identification and implementation of improvements needed, regular reviews of performance standards outcomes and contract compliance, and timely notification to the Department Contract Manager of performance problems.

Response Items:

a) Describe your agency's plan for monitoring the following areas:

1) Performance Standards;
2) Contract Compliance, including Department Policies and Procedures and the W-2 and Related Programs Plan, including both Capacity and Program Sections;
3) Funding/Expenditures and Enrollment/Service Levels; and
4) Subcontractor's Services and Performance.

For each of the above four key areas, respond to the following as they relate to your plan:

- Frequency of reviews;
- Staff position titles that lead, participate and roles;
- Tools utilized;

- Measures utilized to gauge success, including those beyond State requirements;
- Communication of results and audience;
- Process used in the event that improvements or remedial action are identified by the agency, providing timely notification to the Contract Manager; and
- Process used in the event that a need for corrective action is identified by the Department.

b) Describe your agency's plan to use information from customer feedback, Department monitoring, complaints, Fact Finding process, audits and other sources to assess agency performance and make improvements.

c) Describe your agency's plan to measure its review processes to ensure that they are being followed and whether they are effective. In addition, explain how your agency will provide this information to the Department.

1.10 Customer Service and Satisfaction

Summary:

The W-2 agency must implement an internal management system to assure oversight of customer service and satisfaction, including regular assessment of the quality of services provided.

W-2 agencies must periodically obtain feedback from applicants and participants about their level of satisfaction with services of the W-2 agency, to identify barriers to provision of quality services, and to improve service delivery. Agencies must assess their customer service delivery system. Agencies may use a variety of tools. Results must be shared with the Department.

In addition, the State will survey applicants and participants periodically. The completed surveys will be distributed, collected and analyzed by the state or a contracted vendor.

Response Items:

a) Provide a description of your agency's perspective in implementing principles of quality service to customers.

b) Provide a description of your agency's perspective on what defines customer satisfaction.

c) Describe your agency's plan for monitoring Quality of Service to Participants in the following areas:

1) Timeliness of data entry; accuracy of data entered into electronic systems;

2) Correctness of eligibility determinations;

3) Management of cases, including whether applicants and prospective applicants are being offered the full range of services; effectiveness of barrier screening and Employability Development Plans; application of sanctions; and whether appropriate placements are being made

4) Quality and number of worksites with employers for CSJs and other participants;

5) Tmeliness in returning phone calls; responding to requests for appointments; overall courtesy displayed by workers toward participants; and

6) Other areas your agency monitors.

For each of the above six areas, respond to the following as they relate to your plan:

- Frequency of reviews;
- Staff position titles that lead, participate and roles;
- Tools utilized;
- Measures utilized to gauge success, including those beyond State requirements;
- Communication of results and audience;
- Process used in the event that improvements or remedial action are identified by the agency, including providing timely notification to the Contract Manager; and
- Process used in the event that corrective action is identified by the Department.

d) Describe your agency's plan to obtain feedback from applicants and participants, including plans for surveys beyond the Department's.

e) Describe your agency's plan to measure its review processes to ensure that they are being followed and whether they are effective, including providing this information to the Department.

1.11 Personnel Systems

Summary:

The W-2 agency must employ staff in accordance with the agency's personnel policies.

Response Items:

a) Describe how your agency will effectively manage the workload when vacancies occur;

b) Provide a description of the process for filling vacancies;

c) Provide a description of your agency's employee performance evaluation process related to the Contract, including Contract Performance Standards and Quality of Service to participants and other customers. Include also the frequency of such reviews, content, measures taken when performance is not acceptable;

d) Describe how your agency's staff and/or subcontractors will meet the language needs of persons with Limited English Proficiency;

e) Provide a description of your agency's management procedures for Equal Employment Opportunity and Affirmative Action;

f) Describe yow your agency's staff and subcontractors will provide appropriate services to persons with sensory, cognitive and physical disabilities; and

1.12 Training and Employee Development

Summary:

The W-2 agency must train staff in accordance with the Department's Policies and Procedures, including financial management and training on Civil Rights compliance.

Administrative Rule DWD 17 requires training for W-2 agencies and the financial and employment planners and resource specialists employed by those agencies (DWD 17.01). The Department provides training opportunities for new and experienced W-2 and Related Programs workers through the Bureau of Partner Services Training Section in the Division of Workforce Solutions.

The W-2 agency must ensure all staff, including subcontracted staff, complete prescribed Department training.

Response Items:

a) Describe your agency's plan for training, including Department required training. Include the following in your response:

    1) Types of training your agency will provide staff that is not provided by the Department; and

    2) How your agency will provide training to staff in order to comply with the Department-prescribed training requirements;

b) Describe your agency's plan to ensure that a FEP will not assume a caseload until the appropriate minimum training has been completed; and

c) Describe your agency's plan for orienting staff of agencies in the Job Center(s), partners, service providers and subcontractors on the services of your agency and the general nature of your agency's W-2 and Related Programs Plan, including the role the Community Steering Committee.

1.13 Coordination and Collaboration

Summary:

The W-2 agency must establish and maintain effective relationships with community service providers and other partners in a way that avoids duplication of services.

Response Items:

Describe your agency's plan for coordination and collaboration. Include the following in your response:

a) W-2 and Related Programs require the W-2 agency to coordinate effectively with a number of key agencies as follows:

    1) Workforce Development Board;

    2) County Social/Human Services;

    3) Technical College;

    4) The Job Center Management Structure;

    5) Agencies located in or providing services in the Job Center;

    6) Child Protective Services;

    7) Division of Vocational Rehabilitation (DVR);

    8) Job Service;

    9) Tribal Human Services; and

    10) Other agencies applicable to the area of the proposer agency's program.

Describe your agency's plan for coordinating services with the above agencies/programs. Include in your response a list of the following information for each agency as it relates to your plan:

- Your agency's working relationship with agency listed;
- The programs or services being coordinated. Include Welfare to Work, Child Care Administration, Workforce Attachment and Advancement, Children First, Workforce Investment Act and other programs/services as it relates to your plan;
- The procedures your agency will use to coordinate the delivery of services to individuals who receive services from more than one program and how program participant information will be exchanged with the other partner agencies serving these individuals, and ensuring no duplication of services are provided;
- Your agency's plan for monitoring and evaluating any coordination agreements and their performance, including staff roles and responsibilities and frequency; and

b) Any past experiences your agency has encountered where coordination was difficult and what steps you took to overcome these situations.

1.14 Community Steering Committee

Summary:

The W-2 agency must ensure that a Community Steering Committee (CSC) is established and/or maintained in each geographic area served within sixty (60) calendar days of the effective date of the contract. The CSC must be chaired by a member representing local business interests, and membership should reflect the diversity of the persons to be served.

Response Items:

Describe your agency's plan for a Community Steering Committee (CSC). Include the following in your response:

a) A plan and task schedule for establishing and/or maintaining a CSC within sixty (60) calendar days of the effective date of the contract;

b) How the CSC will be coordinated with the membership and functions of existing councils and boards (for example, WDB, Literacy Council, Technical College Board);

c) How often the CSC in your geographic area will meet;

d) An overview of the CSC membership, including an organizational chart, with subcommittees, and a description of their charge(s) and accomplishments and including:

   i) How your agency will recruit and/or maintain a member of the business community to chair the CSC in coordination with the County Chief Executive Officer/Tribal Chair;

   ii) How your agency will maintain general member participation; and

   iii) What methods your agency will use to recruit and train other CSC members;

e) The strategies your agency will employ in involving the CSC to create or enhance resources available in the community to address special issues faced by the W-2 agency and the local population;

f) How CSC members will contribute to job leads, On the Job Training (OJT) opportunities, entrepreneurial activities, or mentorship programs; and

g) The process the CSC will employ to receive input from community providers who are not CSC members (for example, representatives from area housing authorities, Alcohol and Other Drug Addition (AODA) treatment providers, transportation officials, and domestic abuse advocates.

1.15 Children's Services Network

Summary:

The W-2 agency must develop and maintain a Children's Services Network (CSN) that links children and families with community services and assists families in developing support networks. The CSN must provide information regarding charitable food and clothing centers; subsidized and low-income housing; transportation subsidies; special services for children and adults with disabilities; State Supplemental Food Program for Women, Infants and Children (WIC); financial literacy resources; domestic abuse and sexual assault victim services; financial counseling; emergency/homeless shelters; child care programs; workplace protections; child welfare services; public health and other health services; and Head Start.

Response Items:

Describe your agency's plan for a Children's Services Network (CSN). Include the following in your response:

a) A description of the entity that will be the CSN;

b) A plan which includes the roles and responsibilities of the CSN;

c) How the CSN will collaborate with the Community Steering Committee, Child Welfare system, existing networking groups, and community organizations;

d) How individuals will be referred and access information/services; and

e) How the CSN will be maintained as a current functional tool for your agency's staff.

1.16 Financial Management

Summary:

The W-2 agency is required to comply with all federal and state financial rules and regulations to assure that state and federal funds are used appropriately and effectively to provide services to eligible persons as required by the W-2 Contract. The W-2 agency is required to provide effective financial management that includes establishing and implementing appropriate checks and balances within the organization to prevent misuse of the state and federal funds as a result of errors, bad judgment and fraud.

Response Items:

Describe your agency's financial management system. Include the following in your response:

a) The titles and a brief description of all agency positions that will be involved in any work required for this RFP and are responsible for approval of financial transactions and the types/expenditure levels of approval authority. Each position must include the scope of authority for that position.

b) How agency staff and any subcontractors are trained on allowable cost policies, including how to determine that a cost is appropriate within the W-2 Contract;

c) Your agency's requirements and methods for documentation of expenses, their purpose and allowability that demonstrate that expenses charged to the W-2 Contract are reasonable and necessary, appropriately allocated, and meet all other federal and state requirements;

d) The oversight process your agency uses to assure that financial requirements are met;

e) Your agency's procurement rules and regulations as they relate to the provision of services under the W-2 Contract, in particular how your agency assures open and competitive procurement;

f) A summary of the financial strength and stability of your agency;

g) A statement on potential claims or liabilities required by Contract Section 36; and

h) Provide three (3) sets of audit reports from the last two (2) years, including management letters, and the current operating budget to provide a picture of your agency's financial and business status. If any audit has not been performed, provide a financial statement(s) or a balance sheet(s) and other information that documents the financial status of your agency. Send only three (3) sets of materials with the original copy of the RFP.

1.17 Insurance

Summary:

In addition to the Insurance Responsibility section of the Contract Terms, the W-2 agency is responsible for ensuring the following:

a) Participants in Trial Jobs, CSJs and W-2 T positions must be covered by Worker's Compensation insurance as required by the State and any other insurance deemed necessary by the W-2 agency (Worker's Compensation insurance for Trial Jobs is the responsibility of the employer.);

b) Participants in FSET positions must be covered by worker's compensation insurance and any other insurance deemed necessary by the W-2 agency;

c) Those repaying job access loans through volunteer work or gaining work experience through volunteer work (for example, non-custodial parents participating in unpaid job placements) must be covered by whatever type of insurance is deemed necessary by the W-2 agency; and

d) Any subcontractor must carry necessary insurance coverage if it is providing any of the above services.

Response Item:

Describe your agency's plan for the amounts and types of insurance, including how your agency will ensure your agency, employers, and any subcontractors carry sufficient and appropriate insurance. (Do not submit insurance certificates.)

1.18 Information System Technical Requirements

Summary:

The W-2 agency must establish the means to access and utilize W-2 related information systems. The Proposer agency's information technology (IT) infrastructure must support all W-2 requirements. W-2 IT technical specifications and requirements are detailed at http://www.dwd.state.wi.us/dws/w2/tech.

W-2 agencies must assure computer desktops and internet access for each staff person working on W-2 and Related Programs in order for ready access to the Department's Policies and Procedures.

Note: Technical specifications are subject to change over time. If a W-2 agency has questions about technical specifications at any time during the Contract period they must contact the Department's Contract Manager to find out where updated W-2 IT technical specifications are located. If a W-2 agency decides to make any significant changes to its IT environment during the Contract period they must contact the Department's Contract Manager to find out what procedures to follow.

Response Items:

New W-2 agencies must provide an IT plan as described below.

Current W-2 agencies who are expanding to new locations must provide an IT plan as described below for their new locations. Current W-2 agencies who have no new locations but who are planning significant changes to their IT environment must provide a summary of the planned changes. Examples of significant changes are moving a firewall or changing a gateway operating system. Current W-2 agencies that are making no significant IT changes must provide a statement saying that no significant IT changes are planned.

A signed data sharing agreement between the Department and the W-2 agency is required before access to the Department's automated systems will be granted. The Division of Workforce Solutions Data Steward will facilitate preparation of the agreement and obtaining the necessary signatures.

Cover the following areas in your IT plan:

a) Explain how your agency will meet all standards established by the Department for the reporting of data, activities, outcomes and other specific information in the Department's automated systems. These standards include but are not limited to the timeliness of data entry, the accuracy of data entered and time limits for specific types of data;

b) Explain how your agency will monitor CARES and KIDS access by staff to ensure that the information is used only for W-2 program administration purposes. Explain how Security Manual policies and procedures regarding confidentiality and the use of individual logon IDs are followed; and

c) Provide a detailed description of the computer environment that will be used to support the delivery of W-2 services. Include the following:

1) A statement of the Department's connectivity model to be used;
2) A network diagram showing the configuration of the workstations, servers, gateways, firewalls, connections to the State or other organizations, and any other significant network components;
3) A listing of your network hardware and software. Provide product names, models/versions, and quantities;
4) A listing of your desktop hardware (including printers and other peripherals) and desktop software. Provide product names, models/versions, and quantities. Indicate how many computers you currently have and how many computers you plan to acquire;
5) A work plan and schedule for implementing and testing your IT infrastructure;
6) A plan for providing on-site technical assistance and support for staff;
7) A description of the disaster recovery back-up plans, procedures, and systems to ensure continuance of operation; and
8) A plan to ensure computer desktops and internet access for each agency staff person working on W-2 and Related Programs.

1.19 Cost Proposal

Summary:

Contract funding caps are established for each geographic area based on caseload information and available funding.

The contracts with W-2 agencies will be reimbursement-based up to the fixed price of the funding cap or the proposed cost by the selected proposer, whichever is less.

Salaries and Compensation policies must be consistent with other Human/Social Service agencies in the geographic area. The Department may review for appropriateness.

W-2 Agencies must specify its costs. The cost must not exceed the amount identified as the Base Allocation for the geographic area in Appendix A of this RFP. Cost will be a factor in the awarding of points to determine the selected W-2 agency.

The allocation stipulations for the 2004-2005 W-2 and Related Programs Contract are contained in Appendix A of this RFP. W-2 agencies are required to comply with the funding information.

Response Item:

a) Provide your agency's planned budget by completing the Cost Proposal (Form 2) of this RFP.
b) Provide a listing of staff positions funded by the W-2 and Related Programs contract. For each position identified, include the wage and annual salary for each along with the planned percentage (%) and annual amount to be funded by W-2 and Related Programs.
c) Provide your agency's policies governing wage increases, individual bonus or incentive payments and severance payments.

1.20 Proposer Agency References (Not Applicable for RFS Agency Responses)

Response Item:

Include a list of five organizations for references. Complete the Proposer Agency References (Form 3) of this RFP (name, address, e-mail, e-mail, FAX, and telephone number), which can be used as references for work performed related to the services required under the RFP.

1.21 Affidavit of Fair Competition

Response Item:

Complete the Affidavit of Fair Competition (Form 4) of this RFP.

1.22 Designation of Confidential and Proprietary Information Form (Not applicable for RFS agency Plan)

Summary:

Agencies are allowed to request confidentiality of trade secrets that meet WI Stat. section 134.90(1)(c).

Response Item:

If applicable, complete the Designation of Confidential and Proprietary Information (Form 5) of this RFP.

1.23 Minority Business Preference Form

Summary:

The Department is committed to the promotion of minority business in the State's purchasing program. Authority for this program is found in sections 15.107(2), 16.75(4), 16.755 and 540.036 of the Wisconsin Statutes.

The successful agencies will be encouraged to purchase services and supplies from minority businesses certified by the Wisconsin Department of Commerce, Bureau of Minority Business Development. Details about this program may be found at: http://www.doa.state.wi.us/dsas/mbe.htm

Response Item:

If applicable, complete the Minority Business Preference (Form 6) of this RFP.

1.24 Certification Regarding Debarment Form

Summary:

The agency certifies that neither the agency nor any of its principals are debarred, suspended, or proposed for debarment from federal financial assistance (e.g., General Services Administration’s List of Parties Excluded from Federal Procurement and Non-Standard Programs). The agency will obtain certifications from subcontractors stating that neither the subcontractors nor potential sub-recipients, contractors, or any of their principals are debarred, suspended or proposed for debarment.

Response Item:

Complete the Certification Regarding Debarment (Form 7) of this RFP.

1.25 Lobbying

Summary:

The agency must sign the Certification Regarding Lobbying to certify that it has complied with federal law by not using federal funds to lobby any federal or state employee or legislator in connection with the award of the W-2 Contract.

The agency must complete the Disclosure of Lobbying Activities (Attachment F-2 to the Capacity Response Items) to disclose any funds other than federal funds that have been used for such lobbying with a contract or subcontract award. This form only needs to be completed if there is lobbying in connection with a contract or subcontract.

The Lobbying Certification section does not apply to an American Indian tribe with respect to expenditures permitted by other federal laws.

Response Item:

Complete the Lobbying Form (Form 8) of this RFP, and if applicable, complete the Disclosure of Lobbying Activities (Form 9) to the Capacity Response Items.

1.26 Transition Responsibilities of a New W-2 Agency (Not Applicable for RFS Agency Responses)

Summary:

For the purpose of this section an agency is considered to be a new W-2 agency if the agency is not the current W-2 agency for the geographic area. New W-2 agencies awarded a contract may be able to access their W-2 contract funds to begin transition activities as soon as the contract to provide W-2 and Related Programs is signed. Terms and conditions for transition activities will be handled on an agency by agency basis.

A new agency's transition activities will overlap with the existing W-2 agency's contract to provide W-2 and related program services. New and existing agencies are expected and required to work cooperatively. Maximum use of available resources from the previous W-2 agency for that geographic area, including if applicable, real estate, buildings, IT systems, equipment, etc. Further information on the responsibilities of the existing W-2 agency with respect to data clean-up, case manager transitions, and like issues will be issued at a later date through the DWS Administrator's Memo Series.

If a new agency does not have adequate time for transition before January 1, 2004, the Department strongly encourages the new agency to subcontract with an existing W-2 agency to continue to provide some or all services until the new agency has completed the transition. All transition activities must be complete by March 31, 2004.

New W-2 agencies are encouraged to seek technical assistance and guidance during the transition period from the Department's Contract Managers.

New W-2 agencies are required to prepare a transition plan and timeline and submit it to the Department's Contract Manager within thirty (30) calendar days of the Department's Notice of Intent to Award the Contract(s).

Key elements to consider in the development of a Transition Plan include the following:

- Facilities: site acquisition; and acquisition/installation of office furniture, printers, copiers and other office equipment;
- IT acquisition/installation/connectivity and access: Acquisition/installation of servers and workstations; installation of data line(s) to State's data center and connection to the DWD wide area network via one of the standard DWD connectivity models; Obtaining CARES access, Internet access, printing and individual worker access to CARES;
- Staffing: Recruiting/Hiring staff; designation of an Information Technology Functional Agency Security Liaison (FASL); designation of a coordinator(s) of Equal Opportunity, Affirmative Action, Limited English Proficiency; and designation of contacts on facilities and workplace safety/security;
- Training: Obtaining state policy materials for all staff; and extensive new worker training, including Policy and CARES;
- Subcontracts: Transfer of previous sub-contract service providers and the acquisition of new sub-contract service providers, as appropriate; and
- Transition of cases to new agency staff. At a new W-2 agency's request, the Department will provide summary information on participants if the requester includes a signed Confidentiality Acknowledgement (Form 10) of this RFP.

Response Items:

Describe your agency's plan for transition as a new W-2 agency (if applicable). Include the following in your response:

a) The Management structure and staffing of your agency that will be addressing the transition;

b) Timeline and steps of your agency's transition plan;

c) Planned costs of the transition;

d) Communication related to the transition, including applicant and participant notification of agency transition; and

e) Any experience your agency has in agency or service transitions of this nature, including your response to difficult situations encountered, and how they were resolved.